



Texas Association of the Deaf

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Federal Communication Commission,

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My name is Grant W. Laird, Jr. and I am president for Texas Association of the Deaf representing Deaf community in Texas. It is no question in mind that communication tools over Internet such as VRS which have increased important part of our lives. I've been using VRS & Internet Relay over two years now.

We recognized that Video Relay Service (VRS) has increased usages in Deaf community with huge benefits for everyone in deaf community while benefiting hearing too! I want to see it become an important real-time communication service. The VRS is for me closer to functional equivalency than other telecommunications services. Please adopt the appropriate rate and regulatory requirements to ensure the continued development of technology and multi-vendoring of VRS.

As you know that Federal is trying to push 100% broadband all over in Texas and as well as United States in few years. This means, it could be overwhelming on VRS itself like not enough staff interpreter, not open around the clock, technology upgradeable, higher bandwidth and more.

Please adopt VRS reimbursement rates that will cover costs for the recruitment and training of qualified interpreters for the VRS environment. Rates should also be adequate to cover further research and development efforts to improve the quality and access of VRS including on how to make VRS satisfy the need of sign language users while making emergency calls.

Please do whatever is necessary in order to allow me to access qualified VRS interpreting personnel, thus ensuring language translation accuracy and ability to capture in appropriate visual format the vocal/speech nuances of the hearing party. It is important to have seamless, barrier-free communications with minimal or no lag time, and easy navigation of interactive voice menu systems without need for multiple callbacks.

Please do not hesitate to call me back. My phone number is 972-205-1999 TTY.

Best Regards,

Grant W. Laird, Jr.

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President -- Texas Association of the Deaf